

41319-94734

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of : Mannion, Liam
Serial No. : 10/650,227
Filed : August 28, 2003
For : Improved Load Balancing in a Network of
Call Centers
Examiner : Nguyen, My Xuan
Art Unit : 2617
Customer number : 23644

**AMENDMENT ACCOMPANYING REQUEST FOR CONTINUED EXAMINATION
AND RESPONSE TO ADVISORY ACTION MAILED JUNE 21, 2006**

Honorable Director of Patents and Trademarks
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Advisory Action mailed June 21, 2006 (and re-mailed June 27, 2006), and as part of a Request for Continued Examination, it is requested that the application be amended as follows: